

Domino Group - Response to COVID-19

In this time of uncertainty due to COVID-19, Domino continues to run full operations. Our proven risk and incident management processes are enabling us to provide service and support to all our customers around the world. In addition, our capabilities in connected services and remote equipment monitoring are providing our customers with extra assistance at what is clearly a difficult time for all.

Everyone at Domino recognizes our responsibilities as a key global supplier to markets which are even more important in these unprecedented circumstances, such as Food, Beverage, and Healthcare. Fast-changing governmental restrictions might impact the effectiveness of global supply chains, and impact our ability to guarantee interruption-free business, however, I want to reassure you that we are taking all necessary steps to maintain business continuity for our customers.

As I'm sure is the case for your business, the health and safety of our employees is of utmost importance and remains our number one priority. Our main strategy continues to be to support homeworking for all those employees who are able to do so, while allowing our global management teams to implement whatever changes they need in order to follow the guidance and direction of their local governments and health authorities. Just to reiterate, if these changes were to impact our own production capacity, we would prioritize supporting our existing customers through the manufacturing of spares and consumables versus new capital equipment.

I hope that all your teams are safe and well and remain so through the coming weeks and months. If you would like more information about how your local Domino team can further support your continuity measures moving forwards, please do reach out to your local office or representative.

Thank you for your loyalty to Domino and be assured of our ongoing assistance to your business.

Robert Pulford

Chief Executive

